

# BT Graphite 3500

# User Guide



This new interactive user guide lets you navigate easily through the pages and allows you to be directed straight to any websites or email addresses that are referenced.

Simply hover the cursor over the page number, website or email reference and click when the  icon changes to the  icon.



Think before  
you print!

This User Guide provides you with all the information you need to get the most from your phone.

You must set up your phone before you can use it. This doesn't take long and it is easy to do. Just follow the simple instructions on the next few pages.

### Need help?

If you have any problems setting up or using your BT Graphite 3500 please call our free Helpline on 0808 100 6556\*.

Our dedicated advisors are more likely to be able to help you than the retailer where you made your purchase.

Alternatively, you may find the answer in 'Help' at the back of this guide or online at [www.bt.com/producthelp](http://www.bt.com/producthelp)

### IMPORTANT

Only use the power adaptor and telephone line cord supplied, or this product may not work.

### Got everything?

- BT Graphite 3500 handset
- BT Graphite 3500 base
- Battery compartment cover (already fitted)
- 2 x AAA NiMH 550mAh rechargeable batteries (already in handset)
- Mains power adaptor (Item code: 052299)
- Telephone line cord (pre-installed)

If you have purchased a BT Graphite 3500 multiple pack you will also have the following for each handset:

- BT Graphite 3500 handset
- BT Graphite 3500 charger
- Battery compartment cover (already fitted)
- 2 x AAA NiMH 550mAh rechargeable batteries (already in handset)
- Mains power adaptor (Item code: 052300)

\* Calls to the Helpline made from within the UK mainland network are free. Mobile and International call costs may vary.

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# Getting started

## Location

You need to place your BT Graphite 3500 base within 3 metres of a mains power socket and 2 metres of the telephone wall socket so that the cables will reach.

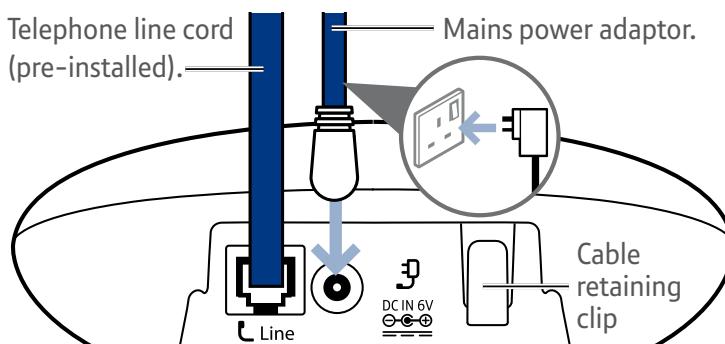
Make sure it is at least 1 metre away from other electrical appliances to avoid interference.

Your BT Graphite 3500 works by sending radio signals between the handset and base. The strength of the signal depends on where you position the base. Putting it as high as possible can help to provide the best signal.

## Setting up

1. Plug the mains power adaptor (item code 052299) into the power socket marked  on the back of the base and secure the cable behind the retaining clip. Plug the other end into the mains power wall socket and switch on. The base will come on and beep and display .

It will default to Answer and record mode.



### WARNING

Do not place your BT Graphite 3500 in the bathroom or other humid areas.

### Handset range

The BT Graphite 3500 has a range of 300 metres outdoors when there is a clear line of sight between the base and the handset. Any obstruction between the base and handset will reduce the range significantly.

With the base indoors and handset either indoors or outdoors, the range will normally be up to 50 metres. Thick stone walls can severely affect the range.

### Signal strength

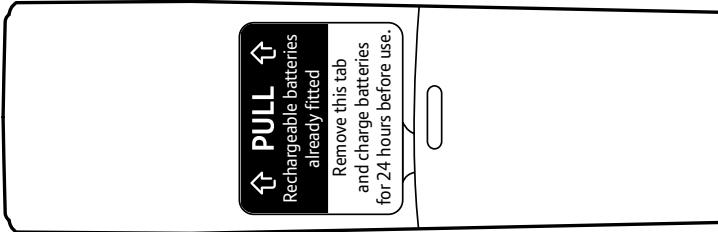
The  icon on your handset display indicates when you are in range of the base. When it flashes and you hear a warning beep, you are out of range and will need to move closer to the base.

### IMPORTANT

Do not connect the telephone line to the telephone line wall socket until the handset is fully charged.

The base station should be plugged into the mains power socket at all times.

- Remove the protective film from the handset screen and activate the batteries by pulling the plastic tab away from the back of the handset.



- Place the handset on the base to charge. It will beep when placed in and the battery icon on the handset will flash to indicate charging. You should let the batteries charge continuously for at least 24 hours. The batteries and case may become warm during charging, this is normal.

The main handset is pre-registered to the base as Handset 1. This is shown on the display. When the handset is fully charged the display will show

- After 24 hours plug the telephone line cord into the telephone wall socket.

Note: If you ever need to remove the batteries, simply slide open the battery compartment cover and using the finger holes grip the batteries and pull them out.

## BT Graphite 3500 multipack users only:

If you have purchased a BT Graphite 3500 multiple pack, you will need to prepare any additional handsets and chargers for use.

Place each BT Graphite 3500 charger within reach of a mains power wall socket.

### WARNING

Never use non-rechargeable batteries. Only use the approved batteries. Using unapproved batteries will invalidate your guarantee and may damage the telephone.

### Talk/Standby time

Under ideal conditions, the handset batteries should give up to 10 hours talk time or 150 hours standby on a single charge. (This does not mean you can unplug the base or leave the handset for this length of time without charge).

Please note that new NiMH rechargeable batteries do not reach full capacity until they have been in normal use for several days.

### Battery low warning

If the icon is flashing in the display and you hear a warning beep every minute during a call, you will need to recharge your handset before you can use it.

### Battery performance

To keep the batteries in the best condition, leave the handset off the base for a few hours at a time.

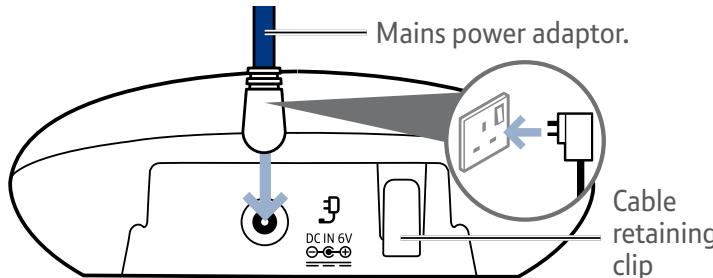
Running the batteries right down at least once a week will help them last as long as possible.

After charging your handset for the first time, subsequent charging time for the batteries is approximately 6–8 hours.

The charge capacity of rechargeable batteries will reduce with time as they wear out, thus reducing the talk/standby time. Eventually they will need replacing. For details on how to obtain spare batteries, call the BT Graphite 3500 Helpline on 0808 100 6556\*.

## For each additional handset and charger:

1. Plug the mains power adaptor (item code 052300) into the power socket on the back of the charger and secure the cable behind the retaining clip. Plug the other end into the mains power wall socket and switch the power on.



2. Remove the protective film from the handset screen and activate the batteries by pulling the plastic tab away from the back of the handset.

The display will show the handset number, **2**, to show it is registered to the base.

3. Place the handset on the charger. It will beep when placed in and the battery icon on the handset will flash to indicate charging. You should let the batteries charge continuously for at least 24 hours.

Any additional handsets supplied as part of a multipack are pre-registered to the base. So, once charged, are ready for use.

## Set the date and time

1. Press Menu, scroll Vol. Calls to **CLOCK/ALARM** and press Menu.
2. **DATE/TIME** is displayed. Press Menu.
3. Use the keypad to enter the date in the format (DD/MM/YY), e.g. 12/08/10 for 12th August 2010. If you make a mistake press Secrecy to delete.
4. Press Menu. Use the keypad to enter the time in the 24 hour format (HH:MM), e.g. 17:25 for 5.25pm.
5. Press Menu to confirm.

Your BT Graphite 3500 is now ready for use.

# Getting to know your phone

## Handset buttons

### Phonebook

Press to open the phonebook, page 18.

### Rodial / Volume +

Press to open the redial list and scroll back through redial numbers, page 16.

Press to raise the volume during a call, page 15.

### Menu / Left soft key

Press to open the menu, page 11.

Press to select menu options.

### Talk

Press to make and receive calls, page 14.

During a call, press to switch handsfree loudspeaker on and off.

### Calls list / Vol -

Press to open and scroll forward through the Calls list, page 25.

Press to lower the volume during a call, page 15.

### 1

Press to add a space when entering text.

### 2<sup>AB</sup><sub>C</sub>

Press to stop current playback of message.

### 4<sup>GH</sup><sub>I</sub>

Press to skip back to the beginning of the message or press twice to skip back to the previous message.

### \*/ Keypad lock

Press and hold to lock/unlock the keypad to prevent accidental dialling, page 17.

The answer machine handset controls on buttons **2<sup>AB</sup><sub>C</sub>**, **4<sup>GH</sup><sub>I</sub>**, **5<sup>JK</sup><sub>L</sub>** and **6<sup>MN</sup><sub>O</sub>** will only work when a message is being played on the handset.

### Right Soft key/Secrecy/Display date & time /Clear/Back

During a call, mutes your voice so your caller cannot hear you, page 15.

In standby, press and hold to display the date and time, press and hold again to display the handset name again.

Press to return to the previous menu.

Use to delete characters in the phonebook and calls lists.

### End Call/Handset on/off

Press to end a call.

Press and hold for about 3 seconds to switch the handset off and on, page 14.

During answer machine playback, press to stop playback and return to standby.

### 5<sup>K</sup>

Press to delete the message.

### 6<sup>MN</sup><sub>O</sub>

Press to skip to the next message.

### #<sup>♪</sup> /Ringer

Press and hold to turn the ringer on/off.

Selects name/number or time/date display in the Calls list.

### Int

Use to make internal calls and transfer calls to other handsets registered to the base, page 20.

### 0

Press and hold to insert a pause in the number to be dialled.

### R

Recall – used with switchboard services and certain BT Calling Features.



## Standby screen

### Internal call

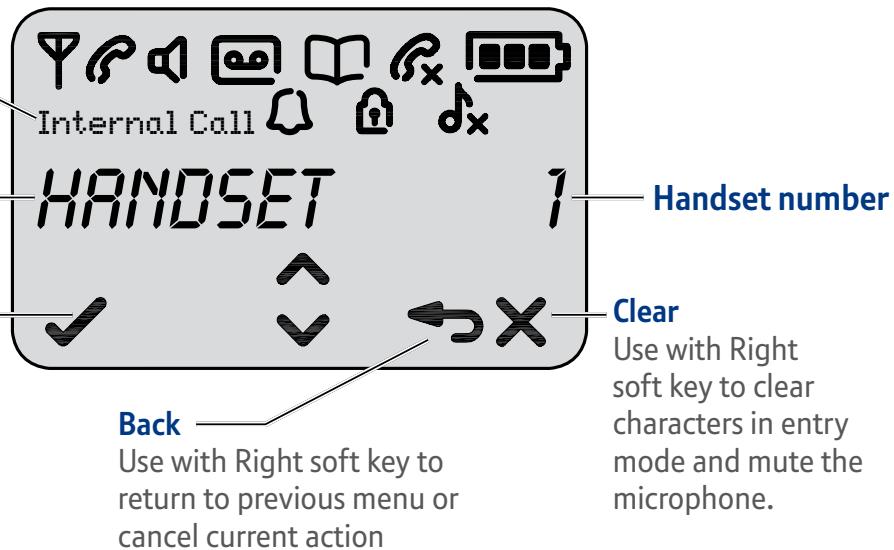
Flashes to indicate an internal call is being made.

On when an internal call is in progress.

**Handset name**

**Menu**

Use with Left soft key to open main menu and confirm options



### Handset display icons



Indicates signal link.  
Flashes when handset is not registered or is out of range of the base.



Displayed when on a call.  
Flashes when there is an incoming call.



Handsfree speaker in use.



Icon flashes slowly when there is a new answer machine message(s).  
Icon flashes fast when the answer machine memory is full.  
Icon is steady to indicate the answer machine is on.  
Icon disappears when the answer machine is set to off.



Phonebook list open.



Indicates there are new number(s) in the Calls list\*.



Fully charged – the 3 bars will all be on.



Medium charge – 2 bars will be on.



Low charge – first bar will be on.



Empty.



Displayed when alarm has been set.



Indicates the keylock is switched on.



Displayed when handset ringer is set to off.



Indicates more options are available, by scrolling up or down.

- \* This feature requires subscription to your network provider's Caller Display service. A fee may be payable.

## Navigating the menus

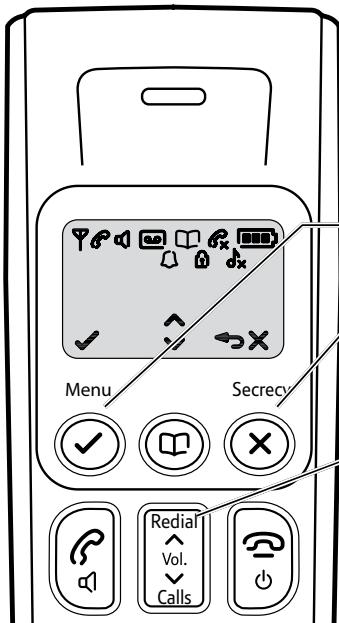
Your BT Graphite 3500 handset features an easy to use menu system.

Have a look at the menu map on the next page.

When the handset is switched on and in standby mode:

Press  to enter the main menu.

Press  or  to scroll through the menu options.



**Left soft key** – used with icon displayed above the key.

**Right soft key** – used with icon displayed above the key.

**Up and Down keys**

When you reach the end of the list, the first option is displayed again.

To select a displayed option, press .

To exit a menu and return to the previous menu display, press .

If no buttons are pressed for more than 30 seconds the display will return to the standby screen.

## Menu map

<b>PHONEBOOK*</b> (Menu only appears when entries are stored. When phonebook is empty, press  again to add entry).	NEW ENTRY EDIT ENTRY DELETE ENTRY DELETE ALL
<b>CLOCK/ALARM</b>	DATE / TIME TIME FORMAT ALARM ALARM TONE
<b>SETTINGS</b>	HANDSET TONE HANDSET NAME AUTO ANSWER BASE TONES
<b>ADVANCED SET</b>	REGISTRATION DE-REGISTER PIN CODE PHONE RESET
<b>BT SERVICES</b>	HELPDESK BT 118500 VOICE MAIL DIVERT CALLS CALL WAITING RINGBACK OFF WITHOLD ID
<b>ANS MACHINE</b>	PLAY DELETE ALL RECORD MEMO OUTGOING MSG ANSWER MODE SETTINGS

# Answering machine base

## Message indicator

Shows the number of messages.

If new messages have been received, the number of new messages will be displayed flashing.

If there are no new messages, the counter will display the total number of old messages stored.

## Volume Down

During playback, decreases base loudspeaker volume, page 31. In standby, press to decrease base screening and playback volume.

## Volume Up

During playback, increases base loudspeaker volume, page 31. In standby, press to increase base screening and playback volume.

## The indicator will display:

**F** = if the answer machine memory is full.  
**R** = if the answer machine is being accessed remotely.  
**O** = (flashing) if an incoming message or outgoing message is being recorded.  
**D** = (scrolling) if a memo is recording.  
**□** = if Answer only mode is set.

## Find / Page

Press to ring handsets registered to the base, page 17.

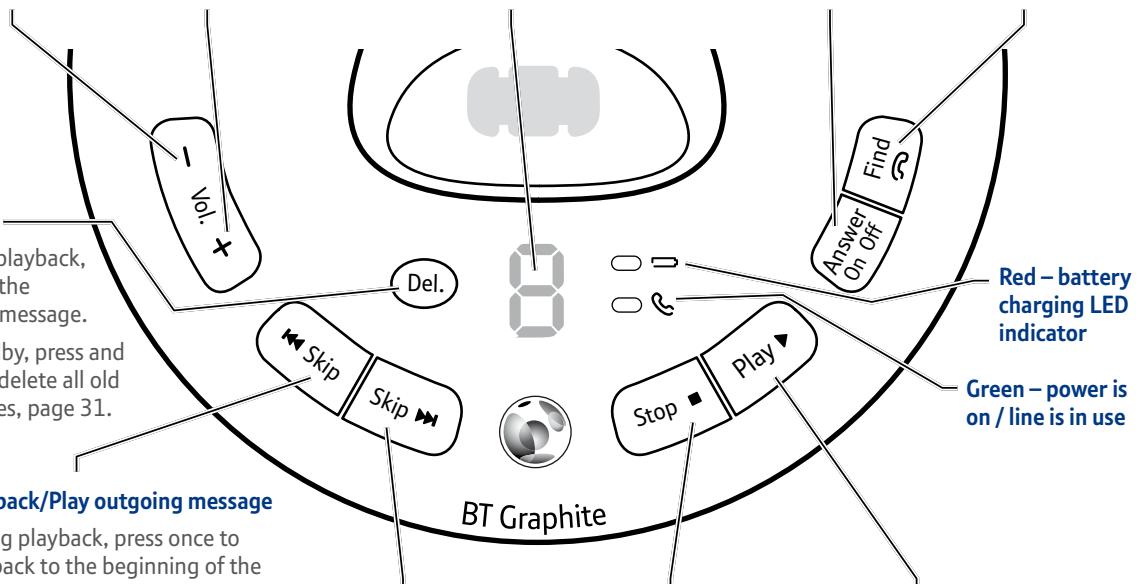
Press and hold to register new handsets to the base, page 38.

## Ans/On/Off

Switch between answer and record, answer only and answer off.

## Delete

During playback, deletes the current message. In standby, press and hold to delete all old messages, page 31.



## Skip back/Play outgoing message

During playback, press once to skip back to the beginning of the current message. Press twice or within a second after the message starts to go back to the previous message.

## Skip forward

During playback, press to play the next message, page 31.

## Stop

Press to stop playback, page 31.

## Play

Press to play messages, page 31.

# Using your phone

## Switch the handset on/off

1. To switch off, press and hold  until the display goes off.
2. To switch the handset on, press and hold .

## Make a call

1. Press . When you hear the dial tone, enter the phone number using the keypad.

The Green in use light on the base will flash when the line is in use.

## Preparatory dialling

1. Enter the phone number first. The number is shown in the display.
2. Press  to dial the number.

If you make a mistake as you enter the number, press  Secrecy to delete a digit.

## End a call

1. Press  or replace the handset on the base.

## Receiving calls

1. When the phone rings, the display flashes **CALL** and the .

Press  to answer the call.

Or, you can answer the call by picking the handset up from the base or charger without having to press . This is called Auto answer, see page 22.

2. Press  to hang up.

## Out of range warning

During a call, if you start to move the handset out of range of the base, the  flashes and you hear a beep in the earpiece every 3 seconds. Move closer to the base or you will lose the call.

## Call timer

After the first 20 seconds of your call, the call timer is displayed.

## Caller Display

If you have subscribed to your network's Caller Display service, the caller's number (or name, if an exact number match is found in the phonebook) will also be displayed.

## Chain dialling

Chain dialling is a convenient way of entering long sequences of numbers during a telephone call. This can be when trying to dial a phone number greater than 24 digits (the largest number that can be stored in a single phonebook entry) or when using automated telephone services, e.g. telephone banking.

### Important

Storing security code information in the phonebook may allow other people access to your personal details.

## Dial a chain number

1. Enter the first part of the number as usual using the keypad or from the phonebook (page 18). Press .
2. Either enter the additional part of the number using the keypad or press  after the first part of the number is dialled, scroll  to the phonebook entry containing the next number sequence and press  to dial the number.

## Secrecy / Mute

You can stop your caller from hearing you while you talk to someone else close by.

1. During a call, press  Secrecy. The handset microphone is muted and the display shows **SECRECY ON**.
2. Press  Secrecy again to resume your call.

## Adjusting the earpiece/handsfree volume

You can adjust the earpiece or loudspeaker volume, 1-5.

1. During a call, press  Redial to increase or  Vol. to decrease the volume.

Default setting=volume level 3

## Make a handsfree call

1. Dial the number then press .
2. Press  again. The  icon is displayed and you hear your call over the handset loudspeaker.
3. Press  to switch the call between the earpiece and the loudspeaker.
4. Press  to end the call.

### Handsfree

Handsfree lets you talk to your caller without holding the handset. It also enables other people in the room to listen to your conversation over the loudspeaker.

During a handsfree call, press  Redial or  Vol. to change the volume.

## Answer a call handsfree

When the phone rings:

1. Press  to answer the call then press  again.

The call is transferred to the loudspeaker.

## Switch to handsfree during a call

1. During a call: press  to put the call on the loudspeaker.

To switch handsfree off and return the call to the earpiece, press  again.

## Redial

### Redial a number

The last 10 numbers dialled are stored in the redial list. Each entry can be up to 24 digits long.

1. Press  to open the redial list. The most recently dialled number is displayed. If the number matches an entry stored in the handset phonebook, the name is displayed.
2. Scroll  or  to the number or name you want.
3. Press  to redial the entry displayed.

### Copy a redial number to the phonebook

1. Press  then scroll  or  through the list to the entry you want.
2. Press . The display shows **SAVE ENTRY**.
3. Press . Use the keypad to enter the name, then press .
4. Display shows the number from the redial list. You can edit the number using  to delete digits if required and enter new ones. Press  to save.
5. The default melody will be displayed and played, press  or  to select a melody and press . Display will show **SAVED** and return to the redial list.
6. Press  to return to the standby screen.

If the redial number is longer than 12 digits, you can scroll along the number by pressing the .

If you enter a name that already exists in the phonebook the display shows **ENTRY EXISTS** for 2 seconds before returning to the enter name screen.

## Delete a number from the redial list

1. Press  then scroll  or  to the entry you want.
2. Press  and scroll  or  to **DELETE ENTRY**.
3. Press . Display shows **DELETE?**  
Secrecy
4. Press  to confirm or  to cancel.

## Delete the entire redial list

1. Press  to open the redial list.
2. Press  and scroll  or  to **DELETE ALL**.
3. Press . Display shows **DELETE ALL?**  
Secrecy
4. Press  to confirm or  to cancel.

## Keypad lock

You can lock the handset keypad to prevent accidental dialling while carrying it around.

You do not need to unlock the keypad to answer a call, just press .

1. To lock the keypad, press and hold  for approximately 2 seconds. The display will show **KEYS LOCKED**.
2. To unlock the keypad press and hold  again for approximately 2 seconds.

## Paging (find handset)

You can alert handset users that they are wanted or locate a missing handset. Paging calls cannot be answered by a handset.

1. Press  on the base. All handsets registered to the base will ring with the Paging ringtone for 30 seconds. To stop the ringing, press any button on a handset or press  again on the base.

### IMPORTANT

When the keypad is locked you can still make calls to emergency numbers 999, 112, 9999 and 9112.

Even if you set the handset ringer to off, a handset will still ring if it is paged.

## Using the phonebook

You can store up to 50 name and number entries on each BT Graphite 3500 handset registered to your base.

You open the phonebook with the  button.

### Add an entry in the phonebook

1. From the standby screen, press . **PHONEBOOK** is displayed, press .
2. If there is no entry stored in the phonebook, **ADD ENTRY** is displayed.
3. If there are already entries stored in the phonebook, **NEW ENTRY** is displayed. Press .
4. The displays shows **ADD NAME**. Use the keypad to enter the name and press .
5. The displays shows **ADD NUMBER**. Use the keypad to enter the phone number and press .
6. The default melody will be displayed and played. Press  or  if you want to change the melody that will be played when this number calls you and press  to confirm.

You will hear a confirmation beep and the display will show **SAVED**.

### View and dial entries in the phonebook

1. Press . The first entry is displayed.
2. Press  or  to scroll through the list. When the name you want is displayed, you can switch between the name and number by pressing .
3. Press  to display more digits – if there are any – or the name again.
4. Press  to dial the entry displayed or press  to return to standby or  if you want to open the phonebook menu to display more options.

Each name can be up to 12 characters long and each number up to 24 digits long.

If you enter a name that already exists the display shows **ENTRY EXISTS** for 2 seconds.

#### To enter a dialling pause

Press and hold  until **P** appears in the display to insert a 2-5 second pause in a number. The pause will be displayed as a **P**.

#### Memory full

When the phonebook memory is full the display shows **MEMORY FULL** when you try to add a new entry.

#### Entering names

Use the keypad to enter the letters shown on each button.

For example to store TOM:

Press  once to enter T.

Press  three times to enter O.

Press  once to enter M.

If the next letter you want to enter is on the same button, wait a moment then press the button.

Press  to delete an incorrect character or digit.

To enter a space press .

To enter a dash, press  twice.

To enter 1, press  twice.

## Edit an entry in the phonebook

1. Press . **PHONE BOOK** is displayed. Press . **NEW ENTRY** is displayed.
2. Scroll    to **EDIT ENTRY** and press .
3. Scroll    or   to the entry you want to edit and press .
4. Press  to delete characters and use the keypad to edit the name.
5. Press . Press  to delete digits and use the keypad to edit the number.
6. Press . The default melody will be displayed and played. Press    or   if you want to change the melody, then press  to confirm. You will hear a confirmation beep and the display will return to the phonebook menu.

## Delete an entry in the phonebook

1. Press . **PHONE BOOK** is displayed.
2. Press . Scroll    or   to **DELETE ENTRY** and press .
3. Scroll    or   to the entry you want to delete.
4. Press . Display shows **DELETE?**
5. Press  to confirm or  to cancel.

## Delete entire phonebook

1. Press , the first phonebook entry is displayed.
2. Press  and scroll    to **DELETE ALL**.
3. Press . Display shows **DELETE ALL?**
4. Press  to confirm or  to cancel.

## Internal calls

If you have bought a multi-pack or have more than one handset registered to your base, you can:

- make internal calls between handsets
- transfer an external call from one handset to another

You can have up to 5 GAP compatible handsets registered to your BT Graphite 3500 base, see page 38.

- hold a conference call between two internal handsets and an external call
- make an internal call between two handsets while a third is on an external call

## Make an internal call

1. Press .

If you have two handsets (i.e. you have purchased a 2 pack), the second handset is called automatically.

If you have more than 2 handsets registered to the base the display will show the list of all registered handsets e.g. **235\*** and you will need to enter the handset number (1–5) you want OR press  to call all handsets (the first handset to answer will take your call).

If there is an incoming call while you are on an internal call you will hear a beep in the handset earpiece (or via the speaker if using handsfree mode) to alert you. To answer the incoming call press , the internal call will be terminated or press  to answer the incoming call and put the internal call on hold.

## Transfer an external call

You can transfer an external call to another handset registered to your base.

1. During an external call, press . Your caller is put on hold and all the other handset numbers are displayed on the screen.
2. Enter the handset number you want or press  to speak to your external caller again.
3. When the other handset user answers, you can announce the incoming call.

Press  to transfer the call.

**If the other handset user does not answer**  
You can reconnect to your external caller by pressing .

## 3 Way call

You can talk simultaneously with an external caller and another internal handset user.

1. During an external call, press . Your caller is put on hold and if there is only one additional handset then it will ring. If you have more additional handsets then enter the number of the handset you wish to call.
2. When the other handset is answered, you can announce the external call.
3. Press and hold  for 2 seconds, the display will show **CONFERENCE** and all 3 handsets will be able to talk together.

# Settings

## Handset and base ringer volume

Choose from 5 levels and Off.

1. Press , scroll  to **SETTINGS**.
2. Press  to display **HANDSET TONE** and press  or scroll to **BASE TONES** and press .
3. Display shows **RING VOLUME**. Press .
4. The current setting is displayed and played.
5. Press  or  to select the volume (1–5 or OFF).
6. Press  to confirm or  to return to the previous menu.

## Handset and base ringer melody

Choose from 5 melodies.

1. Press , scroll  to **SETTINGS**.
2. Press  to display **HANDSET TONE** and press  or scroll to **BASE TONES** and press .
3. Scroll  to **RING MELODY**. Press .
4. The current melody is played.
5. Press  or  to select the melody (1–5).
6. Press  to confirm or  to return to the previous menu.

## Keypad beep on / off

When you press a button on the handset, you hear a beep.

You can switch these beeps on or off.

1. Press , scroll  to **SETTINGS**.
2. Press  to display **HANDSET TONE** and press .
3. Scroll  to **KEY TONES**. Press . The current setting is displayed.
4. Press  or  to select **ON** or **OFF**.
5. Press  to confirm or  to return to the previous menu.

Handset default ringer volume = **LEVEL 4**

Base default ringer volume = **LEVEL 5**

If you select **Ringer off**, the  icon will be displayed on the standby screen.

Handset and base default ringer ringer melody = **MELODY 1**

The default setting is **ON**.

## Handset name

You can give your handset a name, up to 10 characters, eg. **MICHAEL** or **KITCHEN**. The name appears in the display.

1. Press , scroll  to **SETTINGS** and press .
2. Scroll  to **HANDSET NAME** and press . The current name is displayed.
3. Press  to delete the current name then enter the new handset name and press .

## Auto answer

Your phone is set to answer calls by simply lifting the handset off the base or charger. You can switch this feature off so that calls always have to be answered by pressing the  button first.

1. Press , scroll  to **SETTINGS** and press .
2. Scroll  to **AUTO ANSWER** and press .

The current setting is displayed.

3. Press  or  to select **ON** or **OFF** and press  to confirm.

Default Handset name = **HANDSET**

See page 18 for help on entering names.

Default setting = Auto Answer On

## Clock and alarm

To set the date and time see page 8.

## Set the alarm

You can set your handset to give you an alarm call. The alarm will sound for 1 minute at the set time once or daily.

1. Press , scroll to **CLOCK/ALARM**. Press .
2. Scroll  to **ALARM** and press .
3. If required, press  or  to select **OFF**, **ON ONCE** or **ON DAILY** then press .
4. If **OFF** was selected, you will hear a confirmation tone. If **ON ONCE** or **ON DAILY** was selected use the keypad to enter the time in the 24 hour format, e.g. 08-30 for 8.30am.
5. Press  to confirm (or  to cancel). The  icon will be displayed to show the alarm has been set.

On Once: alarm will only ring once.

On Daily: alarm will ring at the set time everyday.

Off: alarm is turned off.

### To stop the alarm ringing

Press any button on the handset.

When the alarm is set, the  icon is displayed in standby.

To switch the alarm off when it sounds, press any button on the handset.

## Select alarm clock melody

There are 3 melodies to choose from.

1. Press , scroll  to **CLOCK/ALARM**. Press .
2. Scroll  to **ALARM TONE** and press . The current setting is displayed and played.
3. Press  or  to change the setting.
4. Press  to confirm (or  to cancel).

## Change alarm time

1. Press , scroll  to **CLOCK/ALARM**. Press .
2. Scroll  to **ALARM** and press .
3. If required, press  or  to display **ON ONCE** or **ON DAILY** then press . The current setting is displayed.
4. Use the keypad to enter the new time in the 24 hour format, e.g. 07-30 for 7.30am.
5. Press  to confirm or  to cancel.

The alarm clock melodies are different from the handset and base ringer melodies.

Default alarm clock melody = **MELODY 1**

# Caller Display and the Calls list

## Caller Display

Caller Display shows the caller's telephone number on the handset display as well as the date (day/month) and time (hour/minute) the call was received. If the caller's number matches an entry stored in the phonebook, the name will be displayed instead.

Caller Display information contains the full telephone number, including the area code. So when storing numbers in the phonebook remember to include the area code, otherwise the caller's number will not match.

## Calls list

The Calls list stores details of your last 40 incoming calls, including the phone number up to 20 digits long and date and time of the call.

The Calls list also alerts you to unanswered calls. When you have unanswered, or 'new calls', the  icon will be displayed. This icon will remain in the displays until you view the new calls in the calls list on each handset.

If the same number calls more than once then all instances of the calls will be recorded in the calls list.

When the Calls list is full, the most recent calls received automatically replace the oldest calls (read or unread).

You open the Calls list using the  button.

For this feature to work you must subscribe to a Caller Display Service from your network provider. A quarterly fee may be payable.

For more information on Caller Display and BT's other Calling Features, call BT on Freephone 0800 800 150.

### Call information not available

With some incoming calls, the telephone number of the caller is not available and cannot therefore be displayed. In this case some explanatory information will be displayed.

#### *WITHHELD*

The caller has withheld their number.

#### *UNAVAILABLE*

The number is unavailable.

#### *RINGBACK*

Ringback call.

#### *INTERNATIONAL*

International call.

#### *OPERATOR*

Call from operator.

## View the Calls list

1. From standby, press  to open the Calls list.
2. Press  or  to scroll through the list.
3. If the name is displayed, press  to display the number. Press  again to see the date and time of the call.

If the telephone number is longer than 12 digits, press  to toggle between the rest of the number and the received time and date.

## Dial a number in the Calls list

1. Press  then scroll  or  through the list to the entry you want.
2. Press  to dial the displayed entry.

## Copy a number from the Calls list to the phonebook

1. Press  then scroll  or  through the list to the entry you want.
2. Press . The display shows **SAVE ENTRY**. Press  again.
3. Use the keypad to enter or edit the name, then press .
4. Edit the number if necessary, then press .
5. The default melody is displayed and played. Press  or  if you want to change the melody, then press  to confirm. You will hear a confirmation beep and the handset will show **SAVED**.

If the name you enter already exists in the phonebook the display shows **ENTRY EXISTS** for 2 seconds. Enter a different name to store the entry.

## Delete an entry in the Calls list

1. Press  then scroll  or  through the list to the entry you want.
2. Press  and scroll  to **DELETE ENTRY**.
3. Press . Display shows **DELETE?** Press  to confirm or  to cancel.

## Delete the entire Calls list

1. Press .
2. Press  and scroll  to **DELETE ALL**.
3. Press . Display shows **DELETE ALL?** Press  to confirm or  to cancel.

# BT Network Services

By selecting the BT Services menu you can access a range of useful pre-stored numbers and further BT Calling Features.

## Pre-stored BT Services numbers:

- **HELPDESK** – dials the BT Graphite 3500 Helpdesk for information and help.
- **BT 118500** – dials BT directory enquiries.
- **VOICEMAIL** – lets you use your network's voicemail service (1571).
- **DIVERT CALLS** – diverts all calls to a different telephone number.
- **CALL WAITING** – to activate/de-activate.
- **RINGBACK OFF** – lets you cancel an automatic ring back request.
- **WITHHOLD ID** – prevents your telephone number being sent when you make calls. Enters 141 automatically before the next call only.

## Open and dial from the BT Services menu

1. Press  , scroll  to **BT SERVICES** and press .
2. Scroll  or  to highlight **HELPDESK**, **BT 118500** or **VOICEMAIL** and press .
3. **CALL** is displayed, if you wish to call the service press .

## Voice mail

Dials 1571 so you can play and manage messages left on your BT Answer 1571 voicemail service. You need to subscribe to BT Answer 1571 for this feature to work.

## To dial your voicemail

1. Press  , scroll  to **BT SERVICES** and press .
2. Scroll  to **VOICEMAIL** and press .
3. **CALL** is displayed, press .

## IMPORTANT

To use BT Services and BT Calling Features you must first subscribe (if required) to the relevant service from your network provider. A fee may be payable.

For more details on BT's Calling Features, call BT free on 0800 800 150.

If you are not connected to the BT network, some of these services may not be available. Please contact your network provider. Call Diversion services may allow other divert options. Check with your network provider for details.

For further information, see the BT Calling Features user guide supplied when you subscribe to the services of your choice.

You can also select **DIVERT CALLS**, **CALL WAITING**, **RINGBACK OFF** or **WITHHOLD ID** to use other BT services.

Please note that dependent on the setting you use, your network answering service (e.g. BT Answer 1571) may conflict with the answering machine on your BT Graphite 3500. For example, messages may be taken by the network service before your BT Graphite 3500 has a chance to answer them. If you experience difficulties then please call the Helpline for advice.

## To set up or edit your voicemail number

1. Press , scroll  to **BT SERVICES** and press .
2. Scroll  to **VOICE MAIL**. Press .
3. Scroll  to **EDIT NUMBER**. Press .
4. Enter the Voicemail number and press .

Secrecy  
Press  to delete any existing number if necessary.

## Call Divert

You can choose to divert all calls or to divert calls only if the line is busy or only if there is no answer when someone calls to another telephone number of your choice.

### Set up or edit a Call Divert number

1. Press , scroll  to **BT SERVICES** and press .
2. Scroll  to **DIVERT CALLS** and press .
3. Press  or  to highlight either **ALL CALLS, BUSY** or **NO ANSWER** and press .
4. Scroll  to **EDIT NUMBER** and press .
5. Enter the number you want to divert calls to and press .

### Activate/deactivate Call Divert

1. Press . Scroll  to **BT SERVICES** and press .
2. Scroll  to divert calls and press .
3. Press  or  to highlight which feature you want to switch on or off: **ALL CALLS, BUSY** or **NO ANSWER** and press .
4. Scroll  or  to highlight activate or deactivate and press .

## Call Waiting

With Call Waiting, during a call, if another caller is trying to reach you, you will hear a soft beep every 5 seconds.

If you have also subscribed to a Caller Display Service, the caller's number (or name if stored in the Phonebook) will be shown on the display for 20 seconds, after this time the display will return to your first caller's details.

Instead of the engaged tone, the second caller will hear an announcement to hold as you are aware that they are waiting.

You must subscribe to your network's Call Waiting service for Call Waiting to work. A fee may be payable.

### To use Call Waiting

To answer the second call, without disconnecting from your first caller:

1. Press . The first caller will be put on hold.
2. Press  again to return to the first caller, and then press it each time you want to switch between the two callers.

To disconnect the first call and take the waiting call:

1. Press  to end the current call. The handset will then ring.
2. Press  and continue your conversation with the second caller.

### Activate/de-activate Call Waiting

1. Press , scroll  to **BT SERVICES** and press .
2. Scroll  to **CALL WAITING**. Press .
3. Scroll  or  to choose either **ACTIVATE** or **DEACTIVATE**, press . This will send an update to the network.

## Ring Back Off

This feature allows you to cancel an automatic ring back request.

1. Press  scroll  to **BT SERVICES** and press .
2. Scroll  to **RINGBACK OFF** and press .
3. **CALL** is displayed, press .
4. **#37#** is displayed and then dialled to cancel ring back.

## Withhold ID

This feature will prevent your telephone number being sent when you make your next call. You need to follow the procedure below for each call you make where you want to withhold your telephone number.

1. Press  scroll  to **BT SERVICES** and press .
2. Scroll  to **WITHHOLD ID** and press .
3. **CALL** is displayed, press .
4. **141** is displayed, now enter the number of the person you wish to call.

Ring Back is a network service which allows you to connect to an engaged number once it becomes free. For more details contact BT free on 0800 800 150 or contact your network provider. A fee may be payable for this service.

# Using the answering machine

Your BT Graphite 3500 can digitally record up to 55 minutes of messages or up to 59 messages. Each individual incoming message can be up to 3 minutes long.

You can operate your answering machine from:

- the handset.
- the base.
- remotely, from any other Touchtone™ telephone, see page 36.

Your BT Graphite 3500 comes with two pre-recorded outgoing messages, Answer and Record or Answer Only, alternatively you can record your own version of each.

## Using the answering machine at the base

### Set the answer mode/switch on or off

1. Press  to toggle between the 3 settings: Answer and record, Answer only or Answer off. The setting is announced.

### Message counter

When the answering machine is off, the counter will be turned off.

- 0** Answering machine on, no messages, Answer & record mode set
- 2** Answering machine on, 2 old messages are stored
- 2** Flashing, you have 2 new messages
- 9** Flashing slowly, you have more than 9 old messages  
flashing quickly, you have more than 9 new messages
- F** Answering machine memory full
- R** Remote access in progress from an external line  
or the handset (see page 36)
- 8** Recording a message or memo  
(scrolling one segment at a time)
- 1-9** Speaker volume level, displayed when you press 
- 0** Answer machine in Answer only mode

You will need to set the date and time (if you have not already done so) so that you will know when each message was received. If you have subscribed to your network's Caller Display service, the date and time is set automatically when you receive your first call. To set the date and time manually, see page 8.

Your BT Graphite 3500 answering machine has voice prompts to help you use its settings and features.

The default is set to on so it's ready to record messages as soon as the base is plugged in. Make sure you charge the handset for at least 24 hours first though before use.

## Recording memory full

If the recording memory becomes full while a caller is leaving a message, they will hear “Thank you for calling” and the answering machine will hang up.

Any new callers will hear the Answer only message.

If the memory is full you must delete messages before your BT Graphite 3500 can begin recording again.

## Message playback

1. Press . The number of messages is announced and they are played back.

During playback, press:

-  to play the next message.
-  once to skip back to the start of the current message or twice to play the previous message.
-  to delete the current message.
-  to stop playback.

Each message is played back with the day and time of the call announced.

After the last message you will hear “End of messages”.

If there are no messages, you will hear, “You have no messages” when you press .

## Adjust base speaker volume

1. Press  to decrease the speaker volume or  to increase the volume. The volume level will be shown on the counter display for a few seconds after the button is pressed.

There are 10 base speaker volume levels (0 to 9). The default is level 5.

## Delete all old messages

New, unplayed messages cannot be deleted, you must play them first.

1. To delete all old messages, press and hold .

## Call screening

1. Providing the base speaker volume is set loud enough, you can hear a caller leaving a message. If you want to interrupt and speak to the caller, press  on the handset.

If the base speaker is set to 0, call screening is switched off.

# Using the answering machine from the handset

## Set answer mode and switch on / off

You can set your answering machine on or off from the handset. When switching on, select Answer & record or Answer only mode. See below for further information on answer mode and outgoing messages.

1. Press , scroll  to **ANS MACHINE**. Press .
2. Scroll  to **ANSWER MODE** and press .
3. Scroll  or  to display:
  - ANS & RECORD** – press  to switch on and allow callers to leave a message.
  - ANSWER ONLY** – press  to switch on and enable callers to hear an outgoing message only.
  - ANSWER OFF** – press  to switch answering machine off.
4. Press  to return to the previous menu level.

## Outgoing messages

The outgoing message is the message a caller first hears when the answering machine picks up their call. There are 2 pre-recorded outgoing messages to choose from (see note right), or you can record your own.

### Record your own outgoing message

1. Press . Scroll  to **ANS MACHINE**. Press .
2. Scroll  to **OUTGOING MSG** and press .
3. **ANS & RECORD** is displayed. Press  or scroll  to **ANSWER ONLY** and press .
4. Scroll  to **RECORD OGM** and press .
5. Speak your announcement after the voice prompt and beep. Hold the handset in front of your mouth by approximately 30-40cm when recording your message or memo. Press  to stop recording. Your new message will be played back.

### Outgoing messages:

#### Answer and Record

The pre-set Answer and Record outgoing message, that allows your caller to leave a message, is “Hello, your call cannot be taken at the moment, so please leave your message after the tone”.

Your Answer and Record outgoing message will replace the pre-recorded message.

To reinstate the pre-recorded messages, delete your own recorded outgoing message, see below.

#### Answer Only

The pre-set Answer Only outgoing message, where callers hear an announcement but cannot leave a message, is “Hello, your call cannot be taken at the moment and you cannot leave a message, so please call later”.

When recording your Answer Only message, remember to advise your caller that they will not be able to leave a message.

Your own Answer Only message will replace the pre-recorded message.

## Select male or female pre-recorded outgoing message voice

1. Press . Scroll  to **ANS MACHINE**. Press .
2. Scroll  to **OUTGOING MSG** and press .
3. Scroll  to **OGM VOICE** and press .
4. Scroll  or  to display either **FEMALE VOICE** or **MALE VOICE** and press  to select.

## Play the current outgoing message

1. Press . Scroll  to **ANS MACHINE**. Press .
2. Scroll  to **OUTGOING MSG** and press .
3. **ANS & RECORD** is displayed. Press  or scroll  to **ANSWER ONLY** and press .
4. **PLAY OGM** is displayed. Press  to play the message through the handset loudspeaker.
5. Press  to return to the previous menu level.

## Delete your outgoing message

1. Press . Scroll  to **ANS MACHINE**. Press .
2. Scroll  to **OUTGOING MSG** and press .
3. **ANSWER & RECORD** is displayed. Press  or scroll  to **ANSWER ONLY** and press .
4. Scroll  to **DELETE** and press . **CONFIRM** is displayed, press .
5. Press  to return to the previous menu level.

You can delete your own recorded outgoing message. This will automatically reinstate the pre-recorded female message. You cannot select the pre-recorded message if you have recorded your own outgoing message.

You cannot delete the pre-recorded message.

## Message playback

1. Press , scroll  to **ANS MACHINE**. Press .
2. **PLAY** is displayed. Press  to play your messages. Messages are played on the handset loudspeaker by default. You can press  for the messages to be played via the earpiece.

If there are new messages they will be played and the display will indicate the message being played e.g. if you have 2 new messages and the first one is playing: **NEW 01/02**. If there are no new messages any old messages will be played. If there are no messages **NO MESSAGES** will be displayed.

During playback, press  and scroll  or  to select:

**NEXT** – press  to skip to the next message.

**PREVIOUS** – press  to play the previous message.

**DELETE** – press  to delete the current message.

During playback you can also press  to switch playback to the earpiece.

3. Press  to return to the previous menu level.

## Delete all old messages

1. Press , scroll  to **ANS MACHINE**. Press .
2. Scroll  to **DELETE ALL** and press . **DELETED ALL** will be displayed and then the screen will return to the message list.

Only played messages will be deleted.

## Record a memo

You can record a memo message on the answering machine for other users to hear when they listen to messages. Memos are played back in the same way as normal answer machine messages.

1. Press , scroll  to **ANS MACHINE**. Press .
2. Scroll  to **RECORD MEMO** and press .
3. Speak your message after the voice prompt and beep.

Press  to stop and save recording.

Press  or  to stop memo recording. This will delete the memo.

Press  to stop and save the memo.

## Answer Settings

### Ring delay & Time saver

1. Press , scroll  to **ANS MACHINE**. Press .
2. Scroll  to **SETTINGS** and press .
3. **RING DELAY** is displayed. Press .
4. Scroll  or  to select between **2 RINGS** and **9 RINGS** for the Ring delay setting or select **TIME SAVER** and press .

### Switch call screening at the base or handset on / off

When screening is switched on, you can hear your caller leaving a message from your handset or the base, and choose to interrupt and speak to the caller if desired. The default setting is On for the base and Off for the handset.

1. Press , scroll  to **ANS MACHINE**. Press .
2. Scroll  to **SETTINGS** and press .
3. Scroll  to either **BS SCREENING** or **HS SCREENING**. Press .
4. Scroll  or  to choose **ON** or **OFF**. Press .
5. Press  to return to the previous menu level.

### Call screening at the handset

If handset call screening has been turned on, when a caller is leaving a message the display will show **SCREEN?**

To screen the call (i.e. listen to the message being recorded via the handset earpiece or handsfree speaker), press , the display will show **SCREENING**.

If you want to speak to the caller, press  as they are leaving their message.

### Ring delay

Ring delay sets the number of times your BT Graphite 3500 will ring before the answer machine picks up your call and starts playing the outgoing message. You can change the Answer Delay setting to between 2-9 rings or Time Saver. The default is 5 rings.

For compatibility with BT 1571 or another voicemail service it is advisable to keep to the default setting or lower.

### Time saver

When you ring in to access your messages remotely, if your answering machine is set to time saver and you have new messages it will answer after 2 rings, if you do not have any new messages, it will answer after 6 rings. This means you can hang up knowing you have no new messages, saving you time and the cost of the call.

## Remote access

When switched on, you can call in from another phone to listen to your messages and operate your answering machine.

### Remote access on / off

You can switch remote access on or off. When on, you can operate your answering machine from any other Touchtone™ phone.

1. Press , scroll  to **ANS MACHINE**. Press .
2. Scroll  to **SETTINGS** and press .
3. Scroll  to **REMOTE ACC** Press .
4. Scroll  or  to **ON** or **OFF**. Press .
5. Press  to return to the previous menu level.

The default setting is off.

### If you forget to switch on your answering machine before leaving home

1. Call your number from another phone and let it ring. After 20 rings the machine will switch on and answer your call.
2. When you hear the outgoing message, press **\*** and then enter your 4 digit master PIN (original setting 0000). Play back your messages as shown below in 'Operating your answering machine remotely'.

If you do not choose to switch your answering machine On, it will switch off when the call is ended.

### Operating your answering machine remotely

1. Dial your phone number. When you hear your outgoing message, press **\***. You will hear, "Please enter your security code".
2. Enter your 4 digit master PIN (default 0000), see page 39 for more information about the PIN. If you have new messages, these will be played. Otherwise you will hear "You have no new messages" followed by the main menu.

For more information on the master PIN code, see page 39.

If you enter the incorrect PIN code you will be allowed two further attempts, if it is still incorrect you will hear, "Thank you for calling", and your BT Graphite 3500 will hang up. If you do not press any button for more than 10 seconds, your BT Graphite 3500 will hang up.

If the **\*** is not recognised it may be because you have deactivated the remote access feature, see above "Remote access on / off" for details.

You can now use the keypad to operate your answering machine.  
Follow the announcements and instructions you hear:

- 2<sup>AB</sup><sub>C</sub>** Play all messages
- 3<sup>DE</sup><sub>F</sub>** Play new messages
- 4<sup>GH</sup><sub>I</sub>** Skip back during messages
- 5<sup>JK</sup><sub>L</sub>** Delete during messages
- 6<sup>MN</sup><sub>O</sub>** Skip forward during messages
- 7<sup>PO</sup><sub>RS</sub>** Stop playback during messages
- 0** Press repeatedly to select the answering machine mode:  
*ANSWER & RECORD, ANSWER ONLY* or *ANSWERING MACHINE OFF*.
- 1** Play main menu

# Additional handsets

You can use up to five BT Graphite 3500 additional handsets with your BT Graphite 3500 base to extend your phone system without needing to install telephone extension sockets for each new phone.

If you have purchased a BT Graphite 3500 multiple pack any additional handsets come pre-registered to the base.

If you have purchased an additional handset you must register it to your BT Graphite 3500 base before it can be used. The batteries must be fully charged for 24 hours before you register it.

## Register a new BT Graphite 3500 handset to your BT Graphite 3500 base

1. At the base: Press and hold  for 5 seconds until you hear a beep. You now have 60 seconds to register the handset.
2. At the handset: press  , scroll   to **ADVANCED SET** and press .
3. If the handset has previously been registered to another base it will show **REGISTRATION**. If the handset has not previously been registered to a base it will show **UNREGISTERED**, press  .
4. Enter the 4-digit master PIN (default setting=0000) and press  . The display flashes **PLEASE WAIT**. If you don't enter the PIN code within 30 seconds, the registration process will be aborted.
5. The handset will be automatically assigned the first available handset number, e.g. 2, 3, 4 or 5. You will hear a beep. The handset is now registered.

### If registration does not work:

- Make sure there is no other electrical equipment very close by that may interfere with the registration signal.
- Make sure you do not already have 5 handsets registered to the base as the registration process will stop if you do.
- Try following steps 1-5 above again.

### Registering another make of handset to your BT Graphite 3500 base

If you want to register another make of handset (i.e. not a BT Graphite 3500 handset) to your BT Graphite 3500 base then you will need to follow the base part of the registration procedure as shown on point 1 opposite and then continue with the Registration instructions that came with the handset. Please note that registering other types of handset will only provide limited compatibility i.e. you may only be able to make and receive calls on the additional handset.

You have 60 seconds to complete the registration process.

### Cancel registration

SECRET  
Press .

### Naming additional handsets

Once you have registered additional handsets you may wish to give them a different name, see page 22.

## De-register a handset

1. Press  , scroll  to **ADVANCED SET** and press .
2. Scroll  to **DE-REGISTER** and press .
3. Enter the master PIN code (default setting: 0000) and press .
4. A list of available handset numbers is displayed. Enter the number of the handset you want to de-register.
5. Press  to confirm or  to cancel. You will hear a long confirmation beep to indicate de-registration was successful.

## Change master PIN

The master PIN is used for handset registration and de-registration. The PIN is 4 digits long, with a default setting of 0000.

The answer machine remote access PIN is the same as the master PIN. If you forget the master PIN you can reset the base to its default settings and the PIN will return to the default of 0000.

1. Press  , scroll  to **ADVANCED SET** and press .
2. Scroll  to **PIN CODE** and press .
3. Enter the current PIN code (default setting: 0000) and press .
4. Enter the new PIN and press . If you make a mistake press   to delete a digit and then re-enter it.
5. Enter the new PIN again and press  to confirm.

## Reset to default

This resets your BT Graphite 3500 to its default settings.

The redial and calls list will be deleted but the phonebook entries will remain.

1. Press  , scroll  to **ADVANCED SET** and press .
2. Scroll  to **PHONE RESET** and press . Display shows **CONFIRM?**
3. Press  to confirm or  to cancel.

## Default settings

H/S Ringer Volume	LEVEL 4
H/S Ringer Melody	MELODY 1
B/S Ringer Volume	LEVEL 5
B/S Ringer Melody	MELODY 1
H/S Earpiece Volume	VOLUME 3
H/S Speaker Volume	VOLUME 3
H/S Key Beep	ON
Auto Answer	ON
Handset Name	HANDSET
Date/Time	00:00 01/01/10
Base PIN code	0000
Language	ENGLISH
Flash time	100ms
Pause time	2-5 seconds
Alarm	OFF
Alarm tone	MELODY 1
Alarm volume	VOLUME 5
Redial List	EMPTY
Phonebook memory	UNCHANGED
Calls list	EMPTY
<b>Answer machine functions</b>	
Answer machine	ON
Outgoing message ANSWER & RECORD	
Outgoing message voice	FEMALE
Ring Delay	5 RINGS
Remote access PIN	0000
Call screening	ON
Base speaker volume	5

# Help

## Phone does not work

- Have you activated the batteries correctly? See page 7.
- Check that the mains power is correctly connected.

## No dial tone

- Is the telephone cord of the base plugged into the phone socket?
- Check that the mains power is correctly connected.
- Only use the telephone cord supplied with the phone.

## Cannot dial out or receive calls

- Check that the mains power is correctly connected.
- The batteries may need recharging.
- Has there been a power cut? If so, place the handset back on the base for 10 seconds and try again. If it still does not work disconnect the batteries and mains power for 10 minutes, then reconnect and try again.

## You have a dial tone, but the phone will not dial out

- If you are connected to a switchboard, check whether you need to dial an access code.

## Handset does not ring

- The ringer volume may be switched off, see page 21.
- Check that the mains power is correctly connected.
- Make sure the handset is registered to the base, see page 38.

## No display

- The batteries may be flat, dead or incorrectly inserted.
- Recharge or replace the batteries

## ¶ icon flashes

- Is the handset registered correctly to the base, see page 38.
- Check that the mains power is correctly connected.
- Check that the handset is within range of the base.
- The batteries are low, place the handset on the base/charger to recharge.

## You hear the busy tone when you press .

- Make sure the handset is in range of the base.
- Another handset registered to your BT Graphite 3500 base may be on the line.

## Answering machine does not record any messages

- The memory may be full. Play and delete old messages, see pages 31 and 34.
- The answering machine might be switched off or set to Answer only. See pages 30 or 32.

## Answering machine messages have the wrong date and time

- Have you set the date and time? See page 8.

## Cannot access your messages from another phone

- Have you changed the master PIN code? See page 39. Always keep a note of the new PIN code in a safe place. Reset the PIN, page 39.

## No Caller Display number/name displayed

- Have you subscribed to a Caller Display service from your network provider, see page 24.
- The caller may have withheld their number.
- An exact name/number match was not found in your directory. Check that you have stored the full STD dialling code.

## Cannot register a handset to a base

- You can register a total of up to 5 handsets to your BT Graphite 3500 base. Check that you have not exceeded the limit.
- Check that you have entered the correct PIN number (default PIN 0000).
- Check that you are at least one metre away from other electrical equipment to avoid interference when registering.

## **Base unit does not ring, but the lights are on**

- Have you connected the telephone line correctly?
- Is the base ringer set to off?
- You may have a faulty line or socket. Try using another socket or line. Call BT on 151 if you still experience problems.

## **Buzzing noise on my phone or on other electrical equipment nearby**

- Sometimes your BT Graphite 3500 can interfere with other electrical equipment if it is placed too close. It is recommended that you place your BT Graphite 3500 at least one metre away from electrical appliances or metal obstructions to avoid any risk of interference.

## **Customer Helpline**

If you are still experiencing difficulties please call the BT Graphite 3500 Helpline on 0808 100 6556\*.

# General information

## IMPORTANT

This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

## Replacing the handset batteries

After a time, you may find that the handset batteries are running out of charge more quickly. This is a standard sign of wear and the batteries will need replacing.

1. Open the battery compartment cover.
2. Take out the old batteries and replace with 2 new AAA NiMH 550mAh batteries.
3. Press and push the battery compartment cover back on until it clicks into place.

New batteries should be rechargeable: Nickel Metal Hydride (NiMH), size AAA, capacity 550mAh.

For details on how to obtain spare rechargeable batteries, contact the BT Graphite Helpline on 0808 100 6556\*.

## WARNING

Do not immerse batteries in water or throw them into a fire, or dispose of them with ordinary domestic refuse. BT accepts no responsibility for damage caused to your BT Graphite 3500 by using any other types of batteries.

## Safety information

- Only use the power supply suitable for the BT Graphite 3500 range. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item code for the base mains power supply is 052299.

If you have purchased a multiple pack the item code for the charger(s) mains power supply is 052300.

- Use only the approved rechargeable batteries supplied. For details on how to obtain spare rechargeable batteries, contact the BT Graphite Helpline on 0808 100 6556\*.
- Do not open the handset (except to replace the handset batteries) or the base. This could expose you to high voltages or other risks. Contact the Helpline on 0808 100 6556\* for all repairs.

- If the keylock is switched on, it is still possible to make calls to the emergency numbers (999/112/9999/9112).
- Radio signal transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.
- It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.
- Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close. It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.
- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

## Cleaning

- Clean the handset and base (or charger) with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

## Environmental

- Do not expose to direct sunlight.
- The handset may become warm when the batteries are being charged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique/veneered wood.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

## Product disposal instructions



The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimize the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

### Product disposal instructions for residential users

When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

### Product disposal instructions for business users

Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

## Guarantee

Your BT Graphite 3500 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the BT Graphite 3500 or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

### The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

## **Within the 12 month guarantee period:**

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on page 40 or contact the BT Graphite Helpdesk for assistance on 0808 100 6556\*. Additional answers to Frequently Asked Questions are available from [www.bt.com/producthelp](http://www.bt.com/producthelp)

In the unlikely event of a defect occurring, the helpdesk will issue a Fault Reference Authorisation (FRA) number and instructions for replacement or repair. Please note you will need the FRA number before returning the product. This does not affect your statutory rights.

## **Outside of the 12 month guarantee period:**

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network.

If you require technical assistance outside of the 12 month guarantee period, we suggest you call our recommended repair agents Discount Communications Ltd on 0800 980 8999.

## **Returning your phone**

If the Helpline is unable to remedy your problem they will issue a Fault Reference Authorisation number and ask you to return the product to your original place of purchase. Where possible, pack the product in its original packaging. Please remember to include all parts, including the line cords, power supply units and the original batteries.

## **Technical information**

### **How many telephones can I have?**

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your BT Graphite has a REN of 1.

A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Any additional handsets and chargers that you register have a REN of 0.

Only use approved base mains power supply, item code: 052299.

If you have purchased a BT Graphite 3500 multiple pack, the item code for the charger(s) mains power supply is 052300.

Only use approved rechargeable NiMH AAA 550mAh batteries.

These products are available from the BT Graphite 3500 Helpline on 0808 100 6556\*.

## R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC.

## For your records

Date of purchase:

Place of purchase:

Serial number:

For guarantee purposes proof of purchase is required so please keep your receipt.

## Declaration of Conformance

Hereby, CCT Marketing Ltd declares that this Graphite 3500 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

If you would like a copy of the Declaration of Conformance, please visit [www.bt.com/producthelp](http://www.bt.com/producthelp)

## Connecting to a switchboard

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards, which support tone dialling and timed break recall. If in doubt please consult your service provider.

## Inserting a pause

With some switchboards, after dialling the access code you may have to wait for a moment while the switchboard picks up an outside line so you will need to enter a pause in the dialling sequence.

Press and hold **0** until **P** appears in the display to insert a pause (P) before entering the telephone number.

You may also need to enter a pause when storing international numbers or charge card numbers.

## Recall (R)

You may need to use the recall function if you are connected to a switchboard/PBX (Private Branch Exchange), contact your PBX supplier for further information. The recall function is set to timed break recall and is also used for BT Calling Feature.

## User Guide formats

This document is also available in other formats, such as Large print, Braille and Audio CD. If you would like a copy, please phone 0808 100 6556\*.

If you experience any problems, please call the Helpline on Freephone 0808 100 6556\* or visit [www.bt.com/producthelp](http://www.bt.com/producthelp)

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